

# Complaints Resolution Process



As a customer of EA Networks, you have the right to expect quality service and support. We have a free formal complaints process to provide resolution for any complaints or issues you may have.

Once you have made a complaint with us, we will keep you informed throughout the following complaints process:

## **Step 1**

Our Complaint Management Team will be in touch with you, as the complainant within two working days.

## **Step 2**

A complaint investigation will then be initiated and required resources will be allocated to resolution tasks.

## **Step 3**

A final investigation of findings will be complete and presented to you within 20 working days.

## **Conclusion**

Should you agree with our findings and resolution efforts, the complaint will be deemed resolved and the file will be closed.

## **What happens if I disagree with the conclusion(s) of the investigation?**

While we make all possible efforts to resolve your complaint(s), on occasion a deadlock can be reached. In this instance, you will be advised that you may choose to take your complaint to the Utilities Disputes Tribunal. Utilities Disputes provides a free and independent dispute resolution service for electricity complaints.

**Utilities Disputes Limited**  
0800 223 340  
[utilitiesdisputes.co.nz](http://utilitiesdisputes.co.nz)

## **Contact Us**

8am – 5pm, Monday to Friday

Phone: 0800 430 460

Email: [customervoice@eanetworks.co.nz](mailto:customervoice@eanetworks.co.nz)

Postal Address: Private Bag 802, Ashburton 7740

**EA networks**  
connecting our community

